

**Subject:** RE: EMERGENCY-#3400 MAJOR FLOODING

**From:** Robert Buente </O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C7B1814176124B59B21D8FDA30E507D8-BBUENTE>

**Date:** 05/10/2016 11:30 AM

**To:** Katie Kiefer <katie@southpark.la>

**CC:** Jessica Lall <jessica@southpark.la>, Laronnia Jupiter <laronnia@southpark.la>, Robin Bieker <robin@biekerco.com>, SJordan@aegworldwide.com <SJordan@aegworldwide.com>, daniel@jadeent.com <daniel@jadeent.com>

Excellent description!

Robert Buente

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From: Katie Kiefer [<mailto:katie@southpark.la>]

Sent: Tuesday, May 10, 2016 11:25 AM

To: Mia Shin; <[liz@pspinvest.com](mailto:liz@pspinvest.com)>; [george.peykar@gmail.com](mailto:george.peykar@gmail.com)

Cc: Jessica Lall; Laronnia Jupiter; Robin Bieker; Robert Buente; [SJordan@aegworldwide.com](mailto:SJordan@aegworldwide.com); [daniel@jadeent.com](mailto:daniel@jadeent.com)

Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Importance: High

Thank you for the quick response on getting to the suite with regards to the flooding that occurred from the instahot installation yesterday, May 9. The crew has completed dryvacing the standing water up found in the hallways and in each of the 3 offices (details provided below). What are they next steps on getting a commercial vendor onsite to handle to clean up, drying of water, etc?

The water damage found is as follows; pictures attached:

- \* Standing water found under the kitchen sink cabinetry where instahot was installed. When I came into the office this morning at roughly 7:50A, the instahot was spewing water out of a side seam of the unit.
- \* The hardwood flooring along the east side of kitchen is starting to warp due to water intrusion beneath the flooring.
- \* Flooding went thru the kitchen/conference room drywall and into the suite hallway
- \* Flooding went thru the east hallway drywall into 3 offices.
- \* Flooding went thru Jessica's office drywall into Josh's office, and again thru Josh's office into Katie's office.
- \* There was roughly 1/4" standing water found this morning in Jessica's office, the front half of Josh's office and the northwest corner of Katie's office.
- \* Water damage is unknown at this point for the furniture/office equipment located in Jessica, Josh and Katie's offices. We will provide better details on what pieces are warped due to the overnight flooding. If damage is present we will need to discuss replacement of any office equipment/furniture impacted.

Regarding the clean up:

1. While the crew dryvaccumed the immediate water present in the hallway and 3 offices, all of the furniture impacted by the water should be moved in order for 1) the pieces to dry thoroughly as well as 2) to allow all carpet to thoroughly dry. Please advise where the larger furniture will be relocated to.
2. Please advise as to how the kitchen hardware, hardwood floors, wood and black rubber base, and carpet will be checked for damage. We are concerned that due to this flooding occurring throughout the night that when the suite is dried, water damage will be visible in the drywall/base. It has already been mentioned above that the hardwood flooring is starting to show signs of being warped.
3. If the overnight water damage is too severe to simply dry out, we will request new product be installed. This would include drywall, hardwood floors, cabinetry, carpet, wood and black rubber base.
4. We are requesting all major appliances (dishwasher, fridge and electrical be checked for any water damage due to the flooding.

The water was manually turned off at the kitchen plumbing this morning when I arrived onsite. Until you can confirm as to what caused the flooding, we will refrain from using the kitchen sink or dishwasher until we receive your approval to start use again. We do not want the flooding to re-occur.

As for the instahot that was installed yesterday and found spewing water this morning, we will want that completely removed and will want a new one installed. With regards to the type of new product to be installed, please confirm that it is the correct grade to handle the plumbing connection to both the sink and the dishwasher. During the install yesterday, it was connected to both of these.

It is important to mention that after the installation yesterday, Jose made mention that the dishwasher plumbing line has a crack in it. He recommended replacing the dishwasher entirely as it is a very old model.

We understand the top priority currently is to handle getting the standing water cleaned up. All SPBID employees are working satellite today due to the flooding. I will need to give updates on turnaround for the full cleanup, repair of any materials (drywall, carpet, hardwood floors, wood and black rubber base as well as furniture) in order for our office to continue running. Please be sure to keep open communication in order for us to

RE: EMERGENCY-#3400 MAJOR FLOODING

reschedule meetings that were to take place in the office. We are happy to accommodate all work needed in the suite in order to get the suite up and running ASAP as we do not want to lose much time from being in the office.

Thank you and I will stay onsite as long as necessary to discuss the above details. THX.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <[katie@southpark.la](mailto:katie@southpark.la) <mailto:katie@southpark.la> >  
Date: Tuesday, May 10, 2016 at 7:46 AM  
To: Mia Shin <[mia@pspinvest.com](mailto:mia@pspinvest.com) <mailto:mia@pspinvest.com> >, "<[liz@pspinvest.com](mailto:liz@pspinvest.com) <mailto:liz@pspinvest.com> >" <[liz@pspinvest.com](mailto:liz@pspinvest.com) <mailto:liz@pspinvest.com> >  
Cc: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <mailto:jessica@southpark.la> >, Josh Kreger <[josh@southpark.la](mailto:josh@southpark.la) <mailto:josh@southpark.la> >, Laura Hill <[laura@southpark.la](mailto:laura@southpark.la) <mailto:laura@southpark.la> >, Laronnia Jupiter <[laronnia@southpark.la](mailto:laronnia@southpark.la) <mailto:laronnia@southpark.la> >  
Subject: EMERGENCY-#3400 MAJOR WATER LEAK

PLEASE COME TO THE SWEET ASAP.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite <x-apple-data-detectors://2> #3400, Los Angeles, CA 90015  
<x-apple-data-detectors://3/0>

o. 213 663 1120 <tel:213%20663%201120>

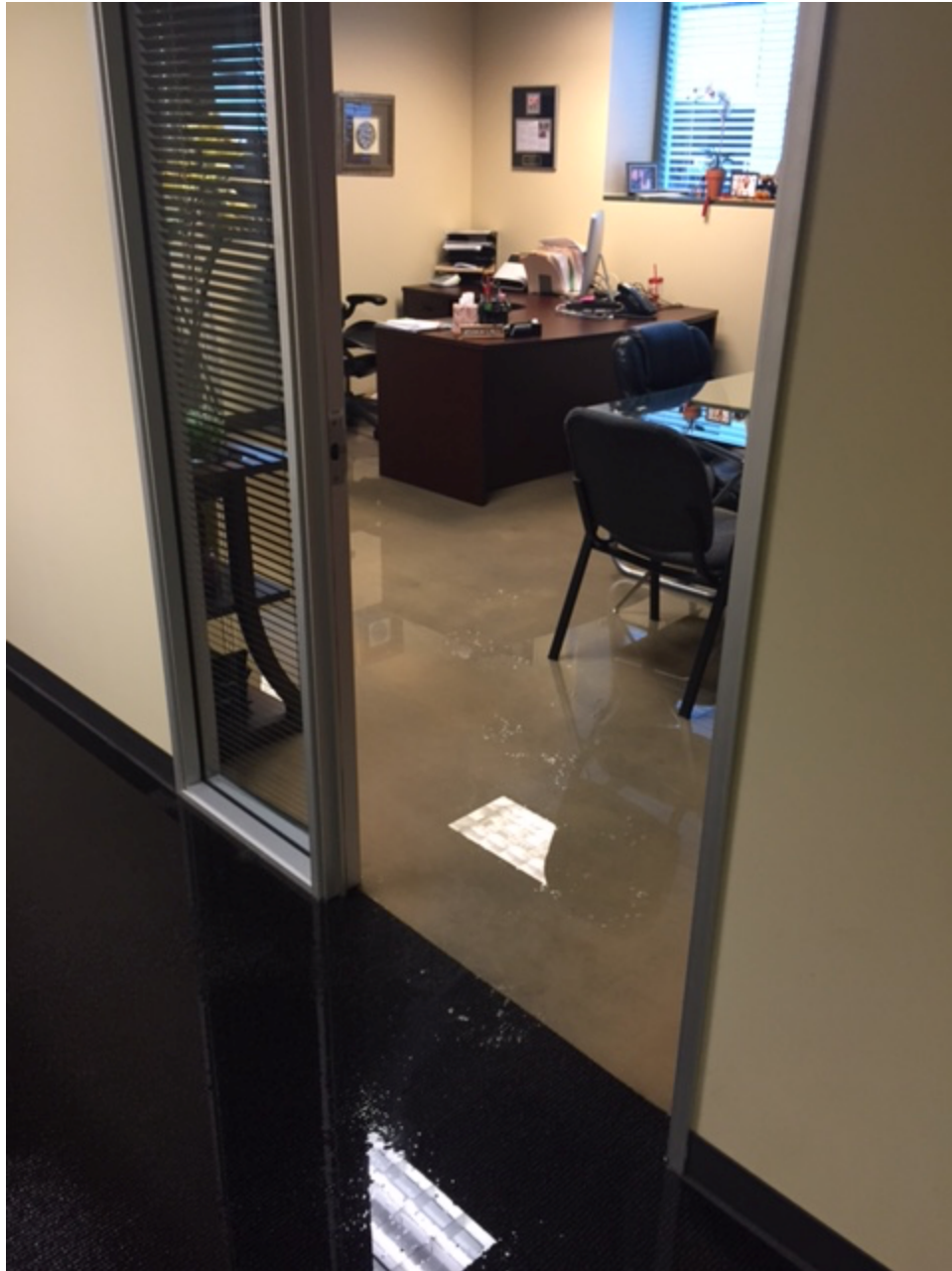
RE: EMERGENCY-#3400 MAJOR FLOODING

24/7 <x-apple-data-detectors://4> : 866 560 9346 <tel:866%20560%209346>

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